

## PROGRAM II: COMMUNITY SERVICES

### SUMMARY OF APPROPRIATIONS AND REVENUES

Agency	Agency Name	FY 2003 - 2004 Appropriations	FY 2003 - 2004 Revenue	FY 2003 - 2004 Net County Cost
012	Community Services Agency	14,983,710	12,156,172	2,827,538
027	Child Support Services	57,124,576	58,724,576	(1,600,000)
042	Health Care Agency	471,481,940	397,592,459	73,889,481
063	Social Services Agency	364,565,235	336,825,837	27,739,398
065	Calworks FG/U	107,148,644	104,469,928	2,678,716
066	AFDC - Foster Care	123,963,815	97,013,149	26,950,666
067	Aid to Refugees	309,044	309,044	0
069	General Relief	1,223,159	806,541	416,618
	GENERAL FUND TOTAL	1,140,800,123	1,007,897,706	132,902,417
136	Community Social Programs	443,064	443,064	0
138	Medi-Cal Admin. Activities/Targeted Case Mgmt.	16,320,000	16,320,000	0
13N	Orange County Tobacco Settlement	41,455,484	41,455,484	0
146	Workforce Investment Act	12,664,148	12,664,148	0
14T	Facilities Development and Maintenance	13,664,203	13,664,203	0
14W	Welfare-to-Work	300,000	300,000	0
590	In-Home Supportive Services Public Authority	1,122,369	1,122,369	0
	NON-GENERAL FUND TOTAL	85,969,268	85,969,268	0
	TOTAL COMMUNITY SERVICES	1,226,769,391	1,093,866,974	132,902,417

## 012 - COMMUNITY SERVICES AGENCY

### Operational Summary

#### Mission:

To improve the lives of older adults, veterans, workers, diverse communities, and victims of domestic violence, by advocating, building partnerships, providing services, and working with businesses.

#### Strategic Goals:

- Ensure that older adults in Orange County experience a high quality of life.
- Match Orange County workforce skills and abilities with employer workforce needs.
- Ensure Orange County veterans, their survivors and dependents receive the benefits, recognition and assistance to which they are entitled.
- Promote inter-group understanding and eliminate prejudice, intolerance and discrimination and facilitate the peaceful resolution of disputes.
- Shelter victims of domestic violence from further abuse.

#### Key Outcome Indicators:

Outcome Indicator	2002 Business Plan Results	2003 Business Plan Target	How are we doing?
<b>OLDER RESIDENTS NOT LIVING IN SKILLED NURSING FACILITIES.</b> <b>What:</b> The percent of persons in Orange County over 65 who are not living in skilled nursing facilities. <b>Why:</b> It measures the effectiveness of efforts to assist Orange County older adults to remain independent.	97.4%	97.4%	Excellent, we are meeting our target.
<b>OLDER ADULTS INDICATING QUALITY OF LIFE IS GOOD OR EXCELLENT.</b> <b>What:</b> The percent of Orange County older adults rating their quality of life as good or excellent. <b>Why:</b> It measures the effectiveness of our efforts to meet our goals.	91% surveyed indicated that things are "going well".	91% of older adults surveyed indicate that things are "going well".	Outcome was re-measured in the "Condition of Older Adults Report 2002".
<b>WORKFORCE DEMAND AND SUPPLY GAP.</b> <b>What:</b> Compares the existing and projected demand for jobs against the supply of workers in the County. <b>Why:</b> To measure County efficiency in matching current and future job supply to demand.	142,200	132,400	The number of job seekers exceeding the number of payroll jobs.

## Key Outcome Indicators: (Continued)

Outcome Indicator	2002 Business Plan Results	2003 Business Plan Target	How are we doing?
<b>PERCENT OF CLIENTS PLACED AND RETAINED IN JOBS.</b> <b>What:</b> The percent of clients placed in jobs and the percent of those working 90 days after placement. <b>Why:</b> It measures the success of services delivered to both businesses and job seekers.	82%	77%	Currently meeting State Performance Measures.
<b>UNEMPLOYMENT RATE OF ORANGE COUNTY COMPARED WITH THAT OF THE STATE OF CALIFORNIA.</b> <b>What:</b> The annual County unemployment rate, compared to the State rate for the same time period. <b>Why:</b> It reflects the state of labor and business environment in the County compared to that of the State.	Orange County - 3.9% State of California - 3.6%	Orange County - 3.6% State of California - 5.8%	Efforts are contributing to improvements.
<b>AVERAGE HOURLY WAGE OF ORANGE COUNTY COMPARED WITH THAT OF THE STATE OF CALIFORNIA.</b> <b>What:</b> The Average Hourly Wage of workers in the County compared to workers in the State. <b>Why:</b> It measures business' contribution to the quality of life of Orange County workers.	Orange County - \$16.65 State of California - \$16.73	Orange County - \$17.28 State of California - \$17.32	Efforts are contributing to improvements.
<b>PERCENT OF VETERANS BENEFIT CLAIMS APPROVED.</b> <b>What:</b> The percentage of benefits claims filed that result in the veteran receiving benefits. <b>Why:</b> It demonstrates the effectiveness in meeting our goal.	52% approved.	53% approved.	Program is contributing to increased approval rates.
<b>HATE CRIME INCIDENT RATE.</b> <b>What:</b> The number of hate crime incidents per 100,000 residents in Orange County. <b>Why:</b> It is a measure of the level of prejudice and intolerance in the community.	5 per 100,000.	4 per 100,000.	The 9/11 attacks caused a large increase in hate crimes and incidents. OCHRC efforts have prevented more hate crimes.
<b>DISCRIMINATION COMPLAINT RATE.</b> <b>What:</b> The number of employment and housing discrimination cases filed per 100,000 people in the County. <b>Why:</b> It is a measure of discrimination in the community.	60 per 100,000.	55 per 100,000.	The economic slow down and the tight housing market are causing an increase in discrimination complaints. OCHRC strategies expected to contribute to improvements.
<b>POSITIVE STUDENT RESPONSES TO OCHRC SURVEY.</b> <b>What:</b> Percent of students of OCHRC program schools responding positively to a survey. <b>Why:</b> To measure the effectiveness of efforts to build understanding among diverse students in the County.	72%	75%	Students are increasingly positive about OCHRC interventions with them.
<b>PERCENT OF SUCCESSFUL RESOLUTION OF DISPUTES.</b> <b>What:</b> The percent of cases referred for mediation that result in successful resolution of the conflict. <b>Why:</b> Measures the success of the mediation process in resolving conflict without going to court.	70%	70%	Increased presence and collaboration with courts is yielding results.

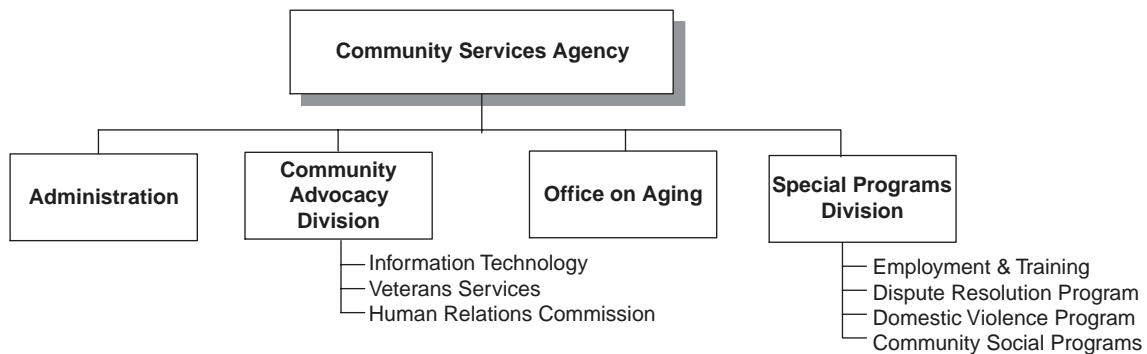
## Key Outcome Indicators: (Continued)

Outcome Indicator	2002 Business Plan Results	2003 Business Plan Target	How are we doing?
<b>PERCENT OF COURT CASELOAD DIVERTED THROUGH MEDIATION.</b> <b>What:</b> The percent of Orange County Court cases diverted from the courts. <b>Why:</b> It measures the degree to which dispute resolution services are easing the burden on the courts.	19%	22%	Increased presence and collaboration with courts is yielding results.
<b>DOMESTIC VIOLENCE RATE.</b> <b>What:</b> The number of reported cases of domestic violence per 1,000 population per year. <b>Why:</b> It measures the level of domestic violence.	5.8 per 1,000.	6.1 per 1,000.	Slight increase in the number of reported cases of a result of Domestic Violence community awareness and education.
<b>DOMESTIC VIOLENCE VICTIM ACCOMMODATION RATE.</b> <b>What:</b> The percent of domestic violence victims seeking shelter accommodated per year. <b>Why:</b> It measures the availability of shelter and motel voucher services.	88%	91%	Two of the four shelters had an increase in their bed capacity resulting in increased bed availability.
<b>DOMESTIC VIOLENCE VICTIM SHELTER REPEAT USER RATE.</b> <b>What:</b> The percent of domestic violence victims sheltered per year who have previously been sheltered. <b>Why:</b> It measures repeat shelter use, as an indicator of the level of domestic violence.	10%	11%	Current victims "Empowerment" classes have contributed to keeping the repeat rate to a modest 1% increase.

## Fiscal Year FY 2002-2003 Key Project Accomplishments:

- Initiated several significant program start-ups such as the Senior Non-Emergency Transportation Program in the Office on Aging in response to the Area Agency on Aging Strategic Business Plan approved in 2001.
- Completed initiatives responding to the 9/11 terrorist attacks, including expanded Living Room Dialogues and the Orange County Remembers memorial organized by O.C. Human Relations. Sponsored the 2002 Economic Recovery Job Fair led by CSA's Special Programs Division.
- Developed conceptual plan for a Military and Cultural Arts Museum.
- Received the Nurse's Workforce Initiative Grant totaling \$2.1 million to train new licensed nurses and upgrade licenses of current nurses to reduce critical labor shortages in health facilities.
- Designed and implemented the CSA Employee Recognition Program, a collaboration among senior management, the CEO and CSA's Labor Management Committee.

## Organizational Summary



**ADMINISTRATION** - Provides agency-wide administrative support and oversight services to CSA program divisions. CEO Human Resources is conducting a study of CSA and the organizational placement of the Veterans Service Office, Human Relations Commission, Office on Aging and Special Programs Division.

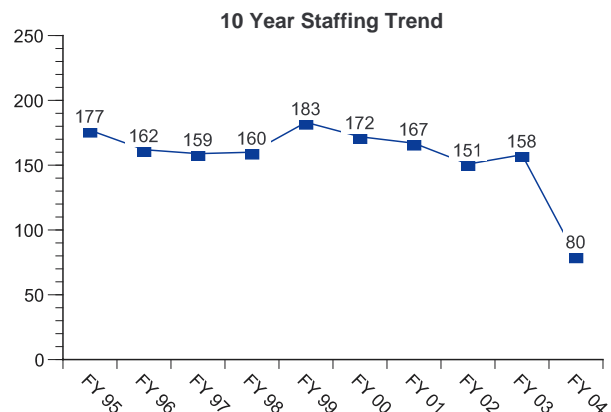
**COMMUNITY ADVOCACY** - Provides assistance to and advocacy for often under-represented groups including veterans and victims of prejudice and discrimination. Provides agency Information Technology support.

**OFFICE ON AGING** - Serves as chief designated advocate for older adults and their caregivers, providing information and administering contracts for the provision of meals, transportation and other supportive services to seniors.

**SPECIAL PROGRAMS** - Serves as administrative staff to the Orange County Workforce Investment Board and is the primary facilitator of workforce development activity for Orange County. Special Programs administers the Workforce Investment Board specialized grant-funded programs that serve job seekers and businesses. Other programs administered serve domestic violence victims in need of shelter, individuals in need of mediation as an alternative to litigation, and Community Social Programs.

**EXECUTIVE MANAGEMENT** - Consisted of two positions. One position was the Community Services Agency Director, the Public Guardian and the elected Public Administrator. The second position performed the duties of Executive Secretary. This activity has not been budgeted for FY 03-04. CEO Human Resources is conducting a study of CSA and the organizational placement of the Veterans Service Office, Human Relations Commission, Office on Aging and Special Programs Division.

### Ten Year Staffing Trend:



### Ten Year Staffing Trend Highlights:

- CEO Human Resources is conducting a study to determine the organizational placement of the Human Relations Commission, Veterans Service Office, Office on Aging and Special Programs Division. The Public Administrator/Public Guardian was transferred by the Board of Supervisors to the Health Care Agency effective March 11, 2003. 66 positions were transferred to

HCA. Other positions in Administration, Veterans Services Office, Human Relations Commission and Information Technology were deleted.

## Budget Summary

### Changes Included in the Recommended Base Budget:

The Public Administrator/Public Guardian was transferred by the Board of Supervisors to the Health Care Agency effective March 11, 2003. CEO is conducting a study to determine the organizational placement of the Office on Aging, the Veterans Service Office, Human Relations Commission and the Special Programs Division. The study is expected to be completed by the end of April 2002 with organizational changes anticipated to be effective not later than July 1, 2003.

### Requested Budget Augmentations and Related Performance Results:

Unit/Amount	Description	Performance Plan	Ref. Num.
RESTORE FUNDING FOR 1 EXTRA HELP STAFF SPECIALIST POSITION IN OFFICE ON AGING (OOA) Amount: ..... \$ 37,800	Restore proposed reduction of EH support position.	Without this position, the OoA will be severely limited in its outreach efforts.	012-002

### Proposed Budget and History:

Sources and Uses	FY 2001-2002 Actual	FY 2002-2003 Budget As of 3/31/03	FY 2002-2003 Projected <sup>(1)</sup> At 6/30/03	FY 2003-2004 Recommended	Change from FY 2002-2003 Projected	
					Amount	Percent
Total Positions	-	160	160	80	(80)	-50.00
Total Revenues	14,152,069	15,315,448	14,235,203	12,156,172	(2,079,031)	-14.60
Total Requirements	18,278,447	21,206,879	20,789,536	14,983,710	(5,805,826)	-27.93
Net County Cost	4,126,379	5,891,431	6,554,333	2,827,538	(3,726,795)	-56.86

(1) Requirements include prior year encumbrances and expenditures. Therefore, the above totals may not match FY 2002-2003 projected requirements included in "At a Glance" (Which exclude these).

Detailed budget by expense category and by activity is presented for agency: Community Services Agency in the Appendix on page 470.

### Highlights of Key Trends:

- The greatest challenge to meeting community demands for services lies in significant budget reductions associated with the nationwide economic downturn. Cuts in state and federal funding have already been made and programs and their contractors are making adjustments. Programs have already taken "belt-tightening" measures to cut \$90,000 - \$67,000 in Net County Cost - from the current budget without causing significant short-term impacts upon services. The CEO is leading a County-wide prioritization effort aiming at the further recommendation of cuts to services.
- Common to most of the Operational Plans presented here is the increasing demand for services associated with a growing, aging and increasingly diverse client population in the face of diminishing resources. This requires programs to seek new sources of revenue and implement new methods for conducting business more efficiently for the delivery of its core services.
- Two Operational Plans anticipate program start-ups. In the Office on Aging the new Senior Non-Emergency Medical Transportation Program will receive significant attention, and the Veterans Services Office will continue to assist efforts in the veteran community for the establishment of the Orange County Museum of Military His-

tory. Also, workforce development programs anticipate aggressively applying for new funding to respond to employment problems associated with the weakened economy.

### Budget Units Under Agency Control

No.	Agency Name	Administration	Community Advocacy	Office On Aging	Special Programs	Executive Management	Total
012	Community Services Agency	21,979	1,691,034	11,231,896	2,038,801	0	14,983,710
136	Community Social Programs	443,064	0	0	0	0	443,064
146	Workforce Investment Act	12,664,148	0	0	0	0	12,664,148
14W	Welfare-To-Work Fund	300,000	0	0	0	0	300,000
	Total	13,429,191	1,691,034	11,231,896	2,038,801	0	28,390,922

## 136 - COMMUNITY SOCIAL PROGRAMS

### Operational Summary

#### Description:

Provide Board of Supervisors-initiated grants to qualified non-profit and public organizations to support a variety of social programs providing human services such as literacy, battered women's shelters, counseling, child care, youth recreation, senior services, and the Orangewood Children's Home.

#### At a Glance:

Total FY 2002-2003 Projected Expend + Encumb:	443,408
Total Recommended FY 2003-2004 Budget:	443,064
Percent of County General Fund:	N/A
Total Employees:	0.00

### Budget Summary

#### Proposed Budget and History:

Sources and Uses	FY 2001-2002 Actual	FY 2002-2003 Budget As of 3/31/03	FY 2002-2003 Projected <sup>(1)</sup> At 6/30/03	FY 2003-2004 Recommended	Change from FY 2002-2003 Projected	
					Amount	Percent
Total Revenues	794,943	832,873	1,038,664	443,064	(595,600)	-57.34
Total Requirements	362,070	832,873	605,600	443,064	(162,536)	-26.84
Balance	432,873	0	433,064	0	(433,064)	-100.00

(1) Requirements include prior year encumbrances and expenditures. Therefore, the above totals may not match FY 2002-2003 projected requirements included in "At a Glance" (Which exclude these).

Detailed budget by expense category and by activity is presented for agency: Community Social Programs in the Appendix on page 486.



# 146 - WORKFORCE INVESTMENT ACT

## Operational Summary

### Description:

Provide for services through workforce investment systems that increase the employment, retention, and earnings of participants, and reduce welfare dependency.

### At a Glance:

Total FY 2002-2003 Projected Expend + Encumb:	15,197,775
Total Recommended FY 2003-2004 Budget:	12,664,148
Percent of County General Fund:	N/A
Total Employees:	0.00

## Budget Summary

### Proposed Budget and History:

Sources and Uses	FY 2001-2002 Actual	FY 2002-2003 Budget As of 3/31/03	FY 2002-2003 Projected <sup>(1)</sup> At 6/30/03	FY 2003-2004 Recommended	Change from FY 2002-2003 Projected	
					Amount	Percent
Total Revenues	12,848,682	19,901,398	13,240,444	12,664,148	(576,296)	-4.35
Total Requirements	16,551,518	19,901,398	15,632,707	12,664,148	(2,968,559)	-18.99
Balance	(3,702,836)	0	(2,392,263)	0	2,392,263	-100.00

(1) Requirements include prior year encumbrances and expenditures. Therefore, the above totals may not match FY 2002-2003 projected requirements included in "At a Glance" (Which exclude these).

Detailed budget by expense category and by activity is presented for agency: Workforce Investment Act in the Appendix on page 490.

## 14W - WELFARE-TO-WORK

### Operational Summary

#### Description:

Provide employment and training services in accordance with the Welfare-to-Work Local Plan approved by the Orange County Workforce Investment Board and the Orange County Board of Supervisors.

#### At a Glance:

Total FY 2002-2003 Projected Expend + Encumb:	408,485
Total Recommended FY 2003-2004 Budget:	300,000
Percent of County General Fund:	N/A
Total Employees:	0.00

### Budget Summary

#### Proposed Budget and History:

Sources and Uses	FY 2001-2002 Actual	FY 2002-2003 Budget As of 3/31/03	FY 2002-2003 Projected <sup>(1)</sup> At 6/30/03	FY 2003-2004 Recommended	Change from FY 2002-2003 Projected	
					Amount	Percent
Total Revenues	288,429	1,000,000	443,918	300,000	(143,918)	-32.42
Total Requirements	2,253,611	1,000,000	415,278	300,000	(115,278)	-27.76
Balance	(1,965,182)	0	28,640	0	(28,640)	-100.00

(1) Requirements include prior year encumbrances and expenditures. Therefore, the above totals may not match FY 2002-2003 projected requirements included in "At a Glance" (Which exclude these).

Detailed budget by expense category and by activity is presented for agency: Welfare-to-Work in the Appendix on page 492.

## 027 - CHILD SUPPORT SERVICES

### Operational Summary

#### Mission:

To enhance the quality of life for children and families by establishing and enforcing court orders for the financial and medical support of children in an effective, efficient and professional manner.

#### Strategic Goals:

- The Business Plan Goal is to increase per case collections of child support. Three strategies have been identified that will support achieving the goal:
- 1. Bring customers into a partnership with CSS to benefit the families we serve.
- 2. Enhance performance through an organizational design that aligns hiring, retention and development of staff.
- 3. Improve quality of internal systems.

#### Key Outcome Indicators:

Outcome Indicator	2002 Business Plan Results	2003 Business Plan Target	How are we doing?
<b>PATERNITY ESTABLISHMENT PERCENTAGE</b> <b>What:</b> Measures the percentage of children in the caseload for whom paternity was established. <b>Why:</b> Paternity Establishment is a prerequisite to establishing a medical/monetary child support order.	Child Support Services (CSS) has established paternity for 76.2% of the children in the caseload.	Increase paternity establishment percentage by 3%.	Orange County continues to exceed the Federal Performance Standard of 50% with an establishment percentage of 76.2%
<b>CASES WITH SUPPORT ORDERS</b> <b>What:</b> Measures the percentage of cases with an order for child support established. <b>Why:</b> An order must be established before support can be collected.	CSS has established a court order in 75.8% of the caseload.	Increase the percentage of cases with a child support order by 1%.	CSS exceeds the Federal Performance Standard of 50% by establishing a support order in 75.8% of the caseload needing a support order established.
<b>COLLECTIONS ON CURRENT SUPPORT</b> <b>What:</b> Measures the amount collected for current child support as a percentage of the total amount due. <b>Why:</b> Collection of current support enables a family to meet basic living and medical needs.	CSS has collected 48.7% of current child support owed.	Increase the percentage of collections on current support by 10%.	CSS exceeded the Federal Standard of 40% by collecting 48.7% of current support owed.

#### At a Glance:

Total FY 2002-2003 Projected Expend + Encumb:	58,972,715
Total Recommended FY 2003-2004 Budget:	57,124,576
Percent of County General Fund:	2.35%
Total Employees:	782.00

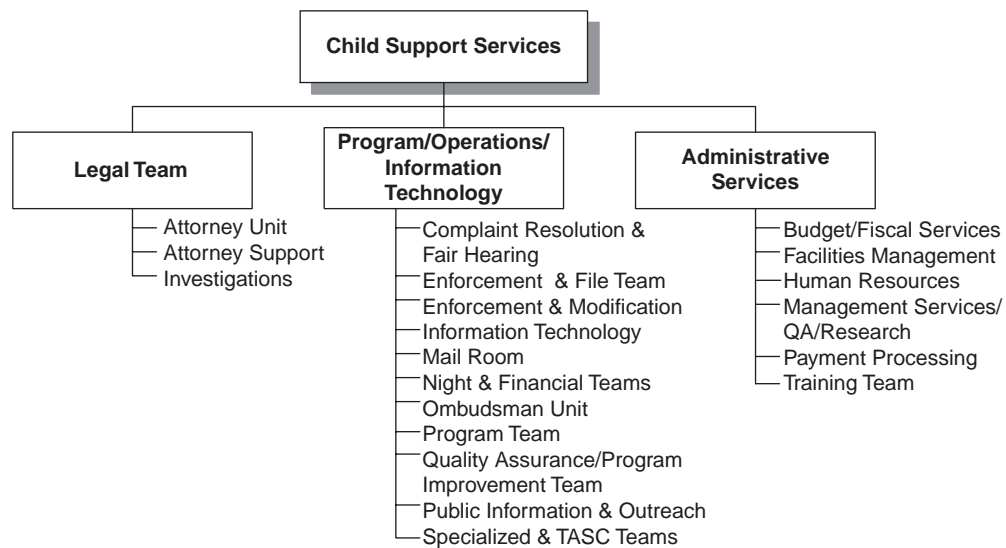
## Key Outcome Indicators: (Continued)

Outcome Indicator	2002 Business Plan Results	2003 Business Plan Target	How are we doing?
<b>CASES WITH COLLECTIONS ON ARREARS</b> <b>What:</b> Measures the percentage of cases with past due child support in which some collection was made. <b>Why:</b> As with current child support, payment on arrears provides a family with income to meet basic needs.	CSS has collected on 47% of cases that have child support arrears owed.	Increase the percentage of collections on arrears by 4%.	CSS exceeds the Federal Performance Standard of 40% by collecting in 47% of cases that have child support arrears owed.

## Fiscal Year FY 2002-2003 Key Project Accomplishments:

- Completed the transition of the Family Support Division from the District Attorney's Office to the Department of Child Support Services.
- Collections increased from \$159 million in FY 2000-01 to \$164 million in FY 2001-02.
- Scored 100% in its Federal Data Reliability Audit for Federal Fiscal Year 2001-02 (October 2001 thru September 2002).
- Orange County has led the five largest California counties in collections on current support for the past four fiscal years.

## Organizational Summary



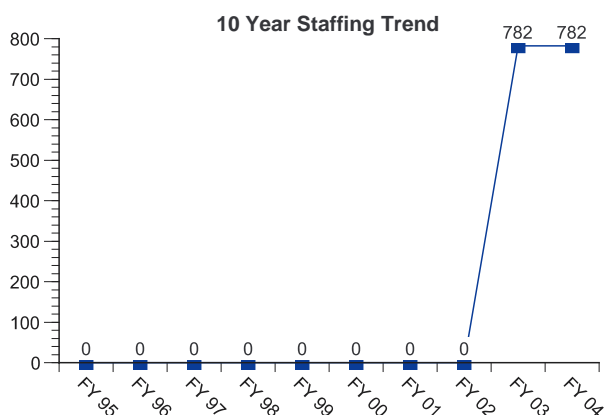
**DEPARTMENT OF CHILD SUPPORT SERVICES - PROGRAM/OPERATIONS** - This division is responsible for the opening, establishment, modification and enforcement of child support orders. Case management staff serve as primary customer service representatives and take administrative enforcement actions that do not require court

intervention. This division also provides computer technical support, systems applications, and systems security. Realignment dictated by the conversion to a new child support system and business practices have made it necessary to include Information Technology under this division for FY 2003-04.

**LEGAL TEAM** - This division provides legal guidance and advice associated with family support. Legal staff handle all matters that go before the court, including obtaining court orders to establish paternity and financial child support, modification of existing child support orders, and civil enforcement actions.

**ADMINISTRATIVE SUPPORT SERVICES** - This division handles the accounting and distribution of child support payments and provides administrative support and training for the department. Support services includes budget/fiscal, purchasing, human resources, management services, facilities management, as well as, training resources to address the department's broad range of training needs.

### Ten Year Staffing Trend:



### Ten Year Staffing Trend Highlights:

- Fiscal Year 2003-04 will be the second full budget year for CSS. The fund does not have staffing history prior to FY 2002-03.

## Budget Summary

### Plan for Support of the County's Strategic Priorities:

The Department of Child Support Services does not have any projects defined as Strategic Priorities for FY 03-04. The CSS 2003 Strategic Financial Plan forecast reflects a 4% reduction in FY 03-04. CSS exceeds that target in the FY 03-04 proposed budget with an anticipated 6% reduction.

### Changes Included in the Recommended Base Budget:

In July 2002, CSS completed the transition from the District Attorney's Office to a separate County department. All programs, employees and assets used for and dedicated to performing civil child support collection and enforcement services were transferred to CSS. The Federal and State allocation for CSS is expected to decrease by \$3.7 million or 6% in FY 03-04 to \$55.7 million from the FY 02-03 level of \$59.4 million. Significant reductions in services and supplies have been made for FY 03-04 giving priority to necessary operational and administrative costs associated with core business functions. CSS has included \$3 million in trust fund and subvention revenue in the budget submittal to offset one-time purchases in FY 03-04.

### Requested Budget Augmentations and Related Performance Results:

Unit/Amount	Description	Performance Plan	Ref. Num.
<b>FEDERAL AUTOMATION PENALTY FOR CHILD SUPPORT SERVICES</b>	Orange County's share of the Federal Automation Penalty for FY 03-04 is estimated to be \$4 million.	Not applicable.	027-001
Amount: ..... \$ 4,000,000			

### Proposed Budget and History:

Sources and Uses	FY 2001-2002 Actual	FY 2002-2003 Budget As of 3/31/03	FY 2002-2003 Projected <sup>(1)</sup> At 6/30/03	FY 2003-2004 Recommended	Change from FY 2002-2003 Projected	
					Amount	Percent
Total Positions	-	782	782	782	0	0.00
Total Revenues	0	60,994,710	60,572,715	58,724,576	(1,848,139)	-3.05
Total Requirements	0	60,994,710	59,015,232	57,124,576	(1,890,656)	-3.20
Net County Cost	0	0	(1,557,483)	(1,600,000)	(42,517)	2.73

(1) Requirements include prior year encumbrances and expenditures. Therefore, the above totals may not match FY 2002-2003 projected requirements included in "At a Glance" (Which exclude these).

Detailed budget by expense category and by activity is presented for agency: Child Support Services in the Appendix on page 473.

### Highlights of Key Trends:

- Orange County has continued to meet or exceed Federal Performance Measures in paternity establishment, establishment of support orders, collection of current support, and collection of support arrears. Continued successes in these areas have significant impact on meeting the basic needs of children and families of Orange County, as well as, getting families off welfare.
- CSS continues to improve its program by increasing staff participation in the development and ownership of service plans through the Business Plan Process that contribute to the department's goal of increasing per case collections.
- CSS has and will continue to redirect resources to core business functions through the alignment of the organization and workforce with business practices dictated by the new child support system and level of funding through the State's allocation to Orange County.

### Budget Units Under Agency Control

No.	Agency Name	Department Of Child Support Services	Total
027	Department Of Child Support Services	57,124,576	57,124,576
	Total	57,124,576	57,124,576

## 042 - HEALTH CARE AGENCY

### Operational Summary

#### Mission:

The Health Care Agency is dedicated to protecting and promoting the optimal health of individuals, families, and our diverse communities through partnerships, community leadership, assessment of community needs, planning and policy development, prevention and education, and quality services.

#### Strategic Goals:

- Prevent disease and disability, and promote healthy lifestyles.
- Assure access to quality health care services.
- Promote and ensure a healthful environment.
- Recommend and implement health policy and services based upon assessment of community health needs.

#### Key Outcome Indicators:

Outcome Indicator	2002 Business Plan Results	2003 Business Plan Target	How are we doing?
<b>HEALTH CARE ACCESS FOR CHILDREN</b> <b>What:</b> A measure of access to health care for children. <b>Why:</b> Insured children are more likely to receive health care and preventive services when needed.	The percentage of all children with health insurance increased to 91.4% in survey published in 2002.	Continued increase in the number of children with health insurance coverage.	Progress has been made with a 23% reduction in the number of uninsured children, from an uninsured rate of 12.7% in 1998 to 8.6% in 2001. Since 1999 the total number of children enrolled in public programs has more than doubled to over 227,000 as of December 2002.
<b>CHRONIC DISEASES</b> <b>What:</b> Measures of the leading causes of death for Orange County residents. <b>Why:</b> The 3 leading causes accounted for 63% of deaths & over \$1.45 billion in hospital charges in 2000.	OC has significantly reduced the mortality rates for the three leading causes of death; cancer, heart disease, and cerebrovascular disease (stroke) and are now below the state-wide rates.	A continued reduction in mortality rates toward HP2010 objectives for all diseases, especially for cancer, heart disease, and cerebrovascular disease.	OC has met or is approaching ten of the twenty top mortality/morbidity indicators for HP2010. However, OC death rates for the top 3 leading causes of death (cancer, heart disease, and stroke) remain well above national HP2010 target objectives.

#### At a Glance:

Total FY 2002-2003 Projected Expend + Encumb:	449,176,582
Total Recommended FY 2003-2004 Budget:	471,481,940
Percent of County General Fund:	19.41%
Total Employees:	2,689.00

## Key Outcome Indicators: (Continued)

Outcome Indicator	2002 Business Plan Results	2003 Business Plan Target	How are we doing?
<b>COMMUNICABLE DISEASES - AIDS AND TUBERCULOSIS</b> <b>What:</b> Measures of annual morbidity and mortality rates for AIDS and TB. <b>Why:</b> Both AIDS and TB represent serious threats to public health locally, nationally, and worldwide.	The rate of new AIDS cases continues to decline as do the number of deaths. However, the number of persons living with AIDS continues to increase. While a downward trend continues since a peak in 1993, tuberculosis infections increased 13% in 2002 from 2000-01 levels.	Continued decrease in the number of new AIDS cases and improved disease management of existing cases. Identify and provide preventive therapy to an estimated 275,000 individuals with latent TB infections.	In 2001, 249 AIDS cases were reported, a 22% decline from the 318 cases reported in 2000. The number of persons living with AIDS increased 4.2% in 2001 to 2,851 persons. The number of TB infections dropped 36% since 1993. The 2001 TB rate (9.5 per 100,000) remains well above the HP2010.
<b>OCEAN AND RECREATIONAL WATER QUALITY</b> <b>What:</b> A measure of closures due to bacterial contamination to protect the public from infections. <b>Why:</b> Contaminated ocean water is a threat to the personal and economic health of the community.	Beach-mile-day closures reduced 80% from 111 in 1999 to 25 in 2002.	Further reduction in beach-mile-day closures through continued testing & identification of sources of bacteria.	The total number of water closures decreased by 34% between 2001 and 2002. Moreover, the magnitude of beach-mile-day closures was reduced by 80%, significantly lowering the overall impact of the closures.
<b>VIOLENCE AND UNINTENTIONAL INJURY</b> <b>What:</b> A measure of mortality due to such things as falls, drowning, fire, guns, or violence (homicide). <b>Why:</b> Unintentional injuries leading cause of death for ages 1-34; homicide ties leading cause for 15-19.	The rate of preventable loss of life due to unintentional and intentional injuries has declined over the past decade and OC is near or below (e.g., motor vehicle crashes, homicide) the HP2010 objectives for several indicators.	Maintain and/or work toward achieving HP2010 target objectives for deaths due to violence or unintentional injuries.	The rate of such preventable losses due to unintentional and intentional injuries has declined over the past decade and OC is near (e.g., suicide, unintentional injuries) or below (e.g., motor vehicle crashes, homicide) the HP2010 objectives.

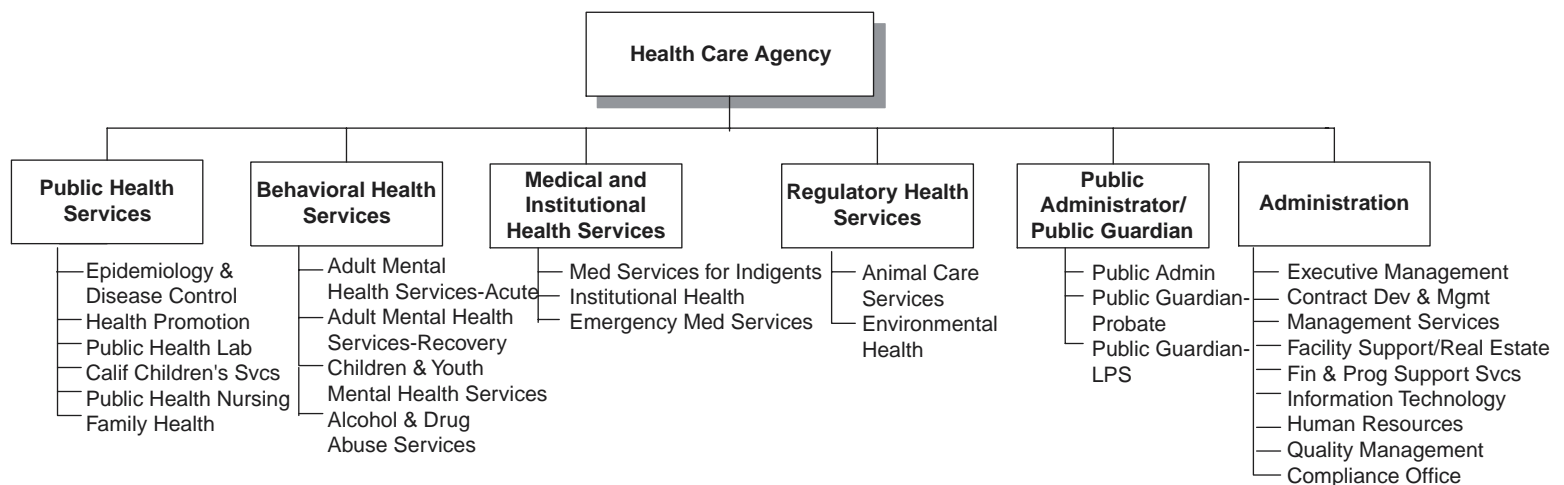
## Fiscal Year FY 2002-2003 Key Project Accomplishments:

- Implementation of significant changes to the Medical Services for Indigents program, including the identification of receiving hospitals, and strengthening of case management practices via hospital-based physicians and County nursing staff in response to issues of access, care management, and cost.
- Collaborative planning for bioterrorism response with cities, hospitals and other stakeholders, resulting in Orange County being the first in the state to have a fully approved Bioterrorism Response Plan.
- Partnering with the community in the Tobacco Settlement Revenue advisory group process, resulting in: augmentation of the public health nurse component of the Preventive Health Care for the Aging Program (PHCA) and Senior Health Outreach Prevention Program (SHOPP); initiation of a senior home visitation program by Latino Health Access for Latino communities; provision of funding for non-emergency medical transportation for seniors to the Office on Aging; and provision of additional funding to the Coalition of Community Clinics for the treatment of chronic diseases in the low income, uninsured, older adult population.
- Design of a rapid communication notification system for Orange County physicians for outbreaks and other medical alerts.
- Initiation of operations at the temporary satellite water quality laboratory on Shellmaker Island, in cooperation with the City of Newport Beach and the State Department of Fish and Game.
- Initiation of services to the 3,500 clients assessed by the Probation Department for eligibility for Proposition 36 services.
- Expansion of the Domestic Violence Substance Abuse Program to additional courts.
- Development of a campaign to reduce stigma associated with mental illness.
- Implementation of a Countywide health education media campaign promoting healthy lifestyles, targeting older adults.



- Publication of a community-wide strategic plan to increase the number of children with health insurance and a medical home (i.e. primary health care provider).
- Securing of funding for the Medical Director position for the Child Abuse Services Team (CAST).
- Provision of additional transitional housing capacity for the homeless mentally ill.
- Implementation of a monitoring process for Tobacco Settlement Revenue (TSR) projects.
- Collaboration with the Community Services Agency and Social Services Agency in producing the first Condition of Older Adults Report.
- Support of the HCA Labor/Management Committee's project for the identification of cost savings and efficiency measures.
- Significant progress toward the implementation of IRIS (the Integrated Records Information System).
- Completion of all year-two recommended Americans with Disabilities Act modifications, and initiation of remaining year-three recommended modifications.
- Provision of Health Insurance Portability and Accountability Act (HIPAA) training and education to all new and existing staff to ensure compliance.
- Identification of all HIPAA impacted systems; evaluation of new security, privacy and transaction standards; and development of a schedule for bringing systems into compliance.

## Organizational Summary



**PUBLIC HEALTH SERVICES** - Monitors the incidence of disease and injury in the community and develops preventive strategies to maintain and improve the health of the public.

**BEHAVIORAL HEALTH SERVICES** - Provides a culturally competent and client-centered system of behavioral health services for all eligible County residents in need of mental health care and/or treatment for alcohol and other drug abuse.

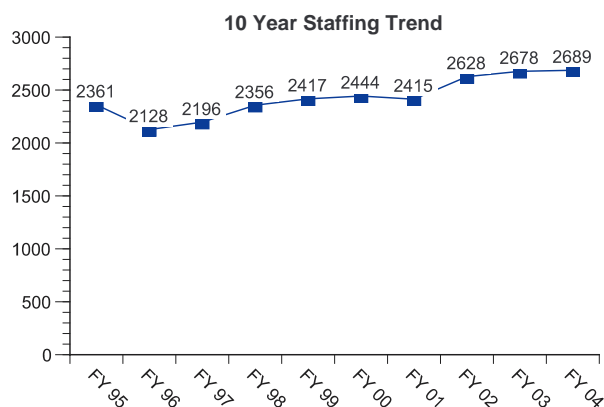
**MEDICAL & INSTITUTIONAL HEALTH SERVICES** - Coordinates emergency medical care, provides medical and behavioral health care to adults and children in institutional settings, and contracts for essential medical services for patients for whom the County is responsible.

**REGULATORY HEALTH SERVICES** - Ensures food safety and water quality and protects the public's health and safety from harmful conditions in the environment, from animal-related injury, and from disease and nuisance hazards through the enforcement of health and safety standards.

**PUBLIC ADMINISTRATOR/PUBLIC GUARDIAN** - The Public Administrator protects the assets and manages the affairs of deceased residents of Orange County who at the time of death left no known heirs, no will, no named executor or an executor who is ineligible. The Public Guardian is a conservator for individuals unable to care for themselves, and assumes responsibility for the overall welfare of the individual including placement, treatment and management of their assets.

**ADMINISTRATION** - Promotes and provides for the fiscal and operational integrity of the Agency through sound management principles and practices, and provides support services to Agency programs. Support services include Financial and Administrative Services, Information Technology, Human Resources, Quality Management, and Office of Compliance.

### Ten Year Staffing Trend:



### Ten Year Staffing Trend Highlights:

- Since FY 1994-95 the number of HCA positions has grown by 328, which averages approximately 1.5% per year. In FY 1995-96, the number of employees dipped by 233 positions following the County's declaration of bankruptcy. In FY 2000-01 the number of employees decreased by 29 positions due to restructuring. From FY 2000-01 to FY 2001-02, 213 positions were added. This included 51 positions for the Theo Lacy expansion, 23 for Tobacco Settlement Health Care Priorities, and 20 positions for implementation of State staffing standards for California Children's Services. From FY 2001-02 to FY 2002-03, HCA added 29 positions. These included two positions for Proposition 10 Federal Financial Participation, two positions for HIV/AIDS prevention, ten positions for Public Health Field Nursing services, three positions for Alcohol and Drug Abuse services, eight for

Substance Abuse Mental Health Services Administration (SAMHSA), and four for Nutrition Services. Twenty-one positions were added for FY 2002-03 BARs, including 19 positions related to Anti-terrorism and 2 positions for the Methadone Clinic. In the FY 2003-04 Requested Budget, 55 positions were deleted to stay within Net County Cost limits. This included 32 positions from Correctional Health due to centralizing medical and mental health services. Also deleted were 16 positions from the TB program, four positions from the Public Health Laboratory, and three positions from Alcohol and Drug Abuse Services. Also in the FY 2003-04 Requested Budget, 66 positions were added due to transferring Public Administrator/Public Guardian from the Community Services Agency to the Health Care Agency.

## Budget Summary

### Plan for Support of the County's Strategic Priorities:

Costs to prepare for and respond to potential terrorist threats are included in the Requested Budget. Also included in the base budget are: site design costs for the relocation of the Animal Shelter; construction costs for the Watershed and Ocean Monitoring lab; health priorities funded from Tobacco Settlement Revenue; and in-custody Alcohol and Drug rehabilitation services funded by Tobacco Settlement Revenue.

### Changes Included in the Recommended Base Budget:

Agency base budget appropriations total \$471,481,940, for a decrease of \$0.7 million from the current modified budget for FY 2002-03. Despite major cost increases for salaries, employee health insurance, and retirement, the budget decreases by a small amount due to streamlining of programs and services Agency-wide to meet the Net County Cost limits. Major changes in Behavioral Health include reducing inpatient services for chronically mentally ill and reducing outpatient mental health and substance abuse treatment services. Major changes in Correctional Health include centralizing medical and mental health services, reducing evening and weekend staff coverage, and reducing dental services. Major changes in Public Health include

reducing Tuberculosis (TB) skin testing and treatment of inactive TB, reducing laboratory testing for infectious diseases, and reducing disease surveillance and prevention. Another major change was the addition of Public Administrator/Public Guardian to the HCA budget. However, the Requested Budget for Public Administrator/Public Guardian includes a reduction in staff serving as conservator for individuals, and managing the assets of clients and the deceased.

### Requested Budget Augmentations and Related Performance Results:

Unit/Amount	Description	Performance Plan	Ref. Num.
<b>RESTORATION OF SPECIAL DISEASES LABORATORY TESTING</b> Amount: ..... \$ 250,828	Restores 5,615 test kits and the associated staff time of two positions	Perform 5,615 tests per year on persons at risk for infection	042-001
<b>INSTITUTE FOR MENTAL DISEASE (IMD) - RESTORE FUNDING FOR IMD BEDS</b> Amount: ..... \$ 606,117	Restores Institute for Mental Disease beds for seriously and persistently mentally ill adults (IMD)	Increase number of patients who will develop skills/ability in the appropriate clinical setting	042-002
<b>CALIFORNIA CHILDREN'S SERVICES (CCS) MEDICAL THERAPY PROGRAM - RESTORE 6 POSITIONS</b> Amount: ..... \$ 453,614	Provides 6 positions for physical/occupational therapy to children with severe physical disabilities	Therapists would provide services to 260 disabled children	042-003
<b>TUBERCULOSIS ELIMINATION - RESTORATION OF TREATMENT FOR LATENT TB INFECTION (LTBI)</b> Amount: ..... \$ 487,742	Restore capacity to treat high-risk persons with latent tuberculosis infection in Orange County	Identify and treat 2,400 persons with Latent TB Infection	042-004
<b>RESTORE 1 DEPUTY PUBLIC ADMINISTRATOR/GUARDIAN II POSITION</b> Amount: ..... \$ 57,472	Restore one Deputy Public Administrator/Guardian II position	Maintain the caseload level and service level currently provided by the Public Guardian LPS section	042-005
<b>RESTORE 1 ACCOUNTING ASSISTANT II POSITION</b> Amount: ..... \$ 44,884	Restore one Accounting Assistant II position	Maintain the service level currently provided by the PA/PG accounting section	042-006
<b>RESTORE 2 WAREHOUSE WORKER II POSITIONS</b> Amount: ..... \$ 84,982	Restore two Warehouse Worker II positions	Keep the average length of time that protected property is in the field at approximately 9 days	042-007

### Proposed Budget and History:

Sources and Uses	FY 2001-2002 Actual	FY 2002-2003 Budget As of 3/31/03	FY 2002-2003 Projected <sup>(1)</sup> At 6/30/03	FY 2003-2004 Recommended	Change from FY 2002-2003 Projected	
					Amount	Percent
Total Positions	-	2,672	2,672	2,689	17	0.64
Total Revenues	366,799,924	401,762,854	367,587,790	397,592,459	30,004,669	8.16
Total Requirements	417,475,191	472,151,649	447,628,716	471,481,940	23,853,224	5.33
Net County Cost	50,675,267	70,388,795	80,040,926	73,889,481	(6,151,445)	-7.69

(1) Requirements include prior year encumbrances and expenditures. Therefore, the above totals may not match FY 2002-2003 projected requirements included in "At a Glance" (Which exclude these).

Detailed budget by expense category and by activity is presented for agency: Health Care Agency in the Appendix on page 474.

### Highlights of Key Trends:

- The Health Care Agency will face a number of significant challenges in FY 2003-04. At this time the most significant challenge is the uncertainty of the economy, and its impact on funding and services. The Agency's largest revenue source is Realignment, which is funded from sales tax collections and Vehicle License Fee collections. A prolonged economic downturn could affect the funding levels received next fiscal year at a time

when demand for health care services will very likely be increasing. In addition, the downturn in the economy will affect revenue collected by the State. Funding decisions made by the Governor and Legislature to balance the State budget could have dramatic impacts on services at the local level. The Agency will continue to work with its County and community partners in carrying out services during this uncertain economic period.

### Budget Units Under Agency Control

No.	Agency Name	Public Health Services	Behavioral Health Services	Medical & Institutional Health Services	Regulatory Health Services	Public Administrator/ Public Guardian	Administration	Total
042	Health Care Agency	104,045,412	204,188,660	114,368,110	30,109,806	4,287,945	14,482,007	471,481,940
138	Medi-Cal Administrative Activities/Targeted Case	0	0	0	0	0	16,320,000	16,320,000
Total		104,045,412	204,188,660	114,368,110	30,109,806	4,287,945	30,802,007	487,801,940

# 138 - MEDI-CAL ADMIN. ACTIVITIES/TARGETED CASE MGMT.

## Operational Summary

### Description:

This fund is used to account for the federal reimbursement of certain eligible costs for Medi-Cal Administrative Activities and Targeted Case Management activities that are passed through the State to the County and to Community-Based Organizations (CBO's).

#### At a Glance:

Total FY 2002-2003 Projected Expend + Encumb:	11,725,000
Total Recommended FY 2003-2004 Budget:	16,320,000
Percent of County General Fund:	N/A
Total Employees:	0.00

**MEDI-CAL ADMINISTRATIVE ACTIVITIES/TARGETED CASE** - Monitors the financial transactions of Medi-Cal Administrative Activities/Targeted Case Management (MAA/TCM) funds.

## Budget Summary

### Changes Included in the Recommended Base Budget:

Increased appropriations and revenues for first full fiscal year of operation.

## Proposed Budget and History:

Sources and Uses	FY 2001-2002 Actual	FY 2002-2003 Budget As of 3/31/03	FY 2002-2003 Projected <sup>(1)</sup> At 6/30/03	FY 2003-2004 Recommended	Change from FY 2002-2003 Projected	
					Amount	Percent
Total Revenues	0	0	12,225,000	16,320,000	4,095,000	33.50
Total Requirements	0	0	11,725,000	16,320,000	4,595,000	39.19
Balance	0	0	500,000	0	(500,000)	-100.00

(1) Requirements include prior year encumbrances and expenditures. Therefore, the above totals may not match FY 2002-2003 projected requirements included in "At a Glance" (Which exclude these).

Detailed budget by expense category and by activity is presented for agency: Medi-Cal Admin. Activities/Targeted Case Mgmt. in the Appendix on page 487.

## 063 - SOCIAL SERVICES AGENCY

### Operational Summary

#### Mission:

The Social Services Agency is comprised of dedicated, caring, efficient staff whose mission is to deliver quality social services that are accessible and responsive to the community, encourage personal responsibility, strengthen individuals, preserve families, protect vulnerable adults and children, and recognize cultural diversity. We succeed in our mission through encouragement and respect for our clients, partnerships with the community and a commitment to innovation and excellence in leadership.

#### At a Glance:

Total FY 2002-2003 Projected Expend + Encumb:	371,467,766
Total Recommended FY 2003-2004 Budget:	364,565,235
Percent of County General Fund:	15.01%
Total Employees:	3,950.00

#### Strategic Goals:

- Provide services to help needy or vulnerable adults and children to receive health care, food, shelter, and clothing.
- Promote independence and self-sufficiency by helping the unemployed, underemployed, and emancipating youth achieve and sustain stable employment.
- Promote the safety and well-being of vulnerable adults and children through the availability of child and adult abuse prevention, intervention and supportive services.
- Lead and support a shared community responsibility for the prevention of child and adult abuse and support of families.

#### Key Outcome Indicators:

Outcome Indicator	2002 Business Plan Results	2003 Business Plan Target	How are we doing?
<b>CALWORKS CASES WITH EARNED INCOME</b> <b>What:</b> The percentage of CalWORKs cases with mandatory Welfare-To-Work participants who report earnings. <b>Why:</b> Welfare reform laws stress client self-sufficiency & personal responsibility through employment.	While there was a decline in FY 2001/02 due to economic and related employment conditions, the percentage of CalWORKs cases with mandatory Welfare-To-Work participants reporting earnings was 66%, representing a 100% increase from 33% in FY 1994/95.	Funding levels have been declining since FY 2001/02, and the trend will likely continue in FY 2003/04. Further reductions may occur. Numerous business alternatives are being explored to lessen the effects of these funding reductions while maintaining core services and collaborating with partners.	The longer term increase in cases with income is commendable and growth in previous years may be due to a good economy and sufficient funding. Many recipients have gone off aid due to becoming self-sufficient, and more are working to supplement the assistance provided to their families.

## Key Outcome Indicators: (Continued)

Outcome Indicator	2002 Business Plan Results	2003 Business Plan Target	How are we doing?
<b>MEDI-CAL COVERAGE</b> <b>What:</b> Monthly average no. of persons receiving Medi-Cal less those receiving Medi-Cal in other programs. <b>Why:</b> Monitoring persons served by this program alerts us to the medical requirements of needy families.	196,839 (43,643 increase over FY 2000/01) Note: This number excludes those who receive Medi-Cal under CalWORKs, Refugee Cash Assistance, Foster Care, In-Home Supportive Services and Supplemental Security Income.	SSA anticipates an increasingly challenging fiscal environment in FY 2003/04. SSA will continue to explore innovative processes and partnerships to maximize use of limited resources.	Enrollment by those receiving Medi-Cal increased 28% last year due to regulation changes and enhanced outreach efforts. Maintaining existing projects, where feasible, coupled with legislation and projects that simplify and expedite application processing, should result in continued increases.
<b>ADOPTIVE HOME PLACEMENTS</b> <b>What:</b> The number of children adopted in the County of Orange. <b>Why:</b> Placements give children permanency & stability in family environments free from abuse and neglect.	CFS placed 476 children in homes approved for adoptive placements, which represents a 12% increase over the previous year.	CFS anticipates an increasingly challenging fiscal environment in FY 2003/04. The Adoptions Program will continue to explore innovative partnerships and alliances within the community in an effort to maximize use of our limited resources.	During FY 2002/03, the Adoptions Program worked with private adoption agencies and added an Adoption Recruiter. The program was also successful in increasing the number of placements of sibling sets. In spite of this success, more families are needed, especially for older children and sibling sets.
<b>ADULT PROTECTIVE SERVICES FINANCIAL ABUSE RECOVERY</b> <b>What:</b> This measurement depicts the cumulative amount of preserved/recovered funds of exploited elders. <b>Why:</b> Reports of elder abuse and financial exploitation are increasing.	\$20,682,847 in assets were protected or recovered. This is the best performance yet in this 3-year-old program, and exceeded our expectations by 25%.	Further cuts in funding could require that we reduce the level of staffing for this project, which could decrease the amount of assets protected and recovered.	Although FY 2001/02 showed a significant increase in recoveries, continued growth is difficult to predict as the estates of many victims are not large. However, robbing an elderly or disabled person of their life savings is to rob them of their quality of life, whether the estate is large or small.

## Fiscal Year FY 2002-2003 Key Project Accomplishments:

- The Interagency Network for Kids (INK) linking Children and Family Services dependents to Health Care Agency (HCA) services in the community was developed. Seven staff positions were filled, and 94 children were served. A satisfaction survey was developed and is currently being used. There was also an increase from 251 to 337 dependent children who received HCA contract services, and 613 dependent youth received Continuing Care Placement Unit services.
- One hundred youth are currently participating in Wraparound Services. The State has approved increasing the number of eligible youth in Orange County to 200, and contracts are being adjusted to serve the larger number. Wraparound Services for youth in the Adoption Assistance Program were not developed due to the State's decision that this population is not eligible.
- The Emergency Response On Call program implemented Structured Decision Making (SDM) in September 2002. Group Homes continues with its itemized full integration plan, and several trainings have been conducted. SDM has been implemented in Family Maintenance Non-Court (FMNC), and social workers are completing SDM risk reassessments on all cases at six months and when the case is closed. Training and Career Development (TCD) provided ongoing training to support the philosophy of SDM as well as to integrate this structured decision making process into child welfare business practice.
- Family Group Decision Making was implemented in January 2002, and approximately 40 family meetings were conducted. FMNC and Domestic Abuse Services Unit (DASU) started collaborating on monthly reviews of high risk cases to identify and utilize Strength Based Practice concepts.
- Social Services Agency (SSA) is providing intensive support services to victims of domestic abuse, community service participants, and families with extensive barriers to employment. In 2002, domestic abuse referrals from CalWORKs averaged 80 per month. DASU staff are co-located in CalWORKs offices, and SSA contracts with two community-based organizations to provide in-home parental aide services to DASU clients.



- The learning disability screening tool was successfully implemented for all new and existing CalWORKs Welfare-To-Work participants. Orange County was acknowledged with a merit award from the California State Association of Counties. TCD developed and presented a six-hour training module on the learning disability screening tool to over 450 SSA employees.
- Implementation of Electronic Benefit Transfer (EBT) for CalWORKs, Refugee Cash Assistance, General Relief and Food Stamps occurred in March 2003. TCD, in collaboration with other SSA divisions, developed and presented EBT related training to over 1,750 SSA employees.
- SSA maximized Medi-Cal and Food Stamp awareness by partnering with the Community Development Council to facilitate Food Stamp application processing. SSA also created informational flyers about Medi-Cal and Food Stamps that were distributed at community events and in application packets. In addition, SSA staff participated in a variety of community speaking engagements with the goal of promoting program awareness.
- SSA facilitated enhanced application access to Healthy Families and Medi-Cal by implementing a centralized call center (800 number) for Medi-Cal information and applications. This number, available to the public and various community groups, averages approximately 400 calls per month. In addition, the Health "e-app" (electronic application) became operational in November 2002.
- A second unit of concurrent planning social workers was added to the Adoptions Program.
- The mutual client project was implemented agency-wide, with coordinated case planning, shared resources, and the capability to identify these clients within our diverse automated systems.
- Utilization reports were developed to monitor Adoption and Foster Care Analysis and Reporting System, Health and Education Passport (HEP) and Contacts data entry. Distribution of these and other reports to all programs on a monthly basis has been implemented. HEP data collection and entry in all Children and Family Services (CFS) programs continues. 78% have the required educational data entered, and 91% have some health data entered into the Children's Welfare Services/Case Management System.
- SSA has partnered with the Kinship Center to provide Adoption Clinical Training to key CFS staff, supervisors and stakeholders. Eight sessions were completed by November 2002, with 70 staff participating.
- The Orangewood Active Therapeutic Teaching Approach has been developed to implement a comprehensive behavior management program at Orangewood Children's Home (OCH). All staff were trained by December 2002. TCD implemented a comprehensive behavior management program and training series at OCH which required four hours of specific training to all OCH staff who work with children 0-6 years of age.
- SSA has fully implemented a direct system for SSA assistance programs, including CalWORKs, Refugee Cash Assistance and Foster Care.
- SSA has been selected by the Public Health Institute/California Center for Research on Women and Families to participate in the CalWORKs/Child Welfare Partnership Project. The partnership will be providing both financial and technical assistance including a first year grant in the amount of \$30,000.
- The management and monitoring of referrals for CFS contract services has been streamlined through programmatic restructuring and implementation of the first phase of a newly developed Contract Services database.
- A "Child Abuse Reporting" video was written, developed and produced by SSA. The video will be utilized during training of SSA employees as well as other County of Orange agencies, educational partners, community-based organizations and the private sector toward the goal of educating and providing vital information on the dynamics and reporting responsibilities of child abuse.
- SSA implemented procedures to inform clients about CalWORKs time limits. Approximately 2,000 adults reached their 60-month time limits on December 31, 2002. The process being utilized is recognized as a Best Practice throughout the state in an All-County Information Notice.

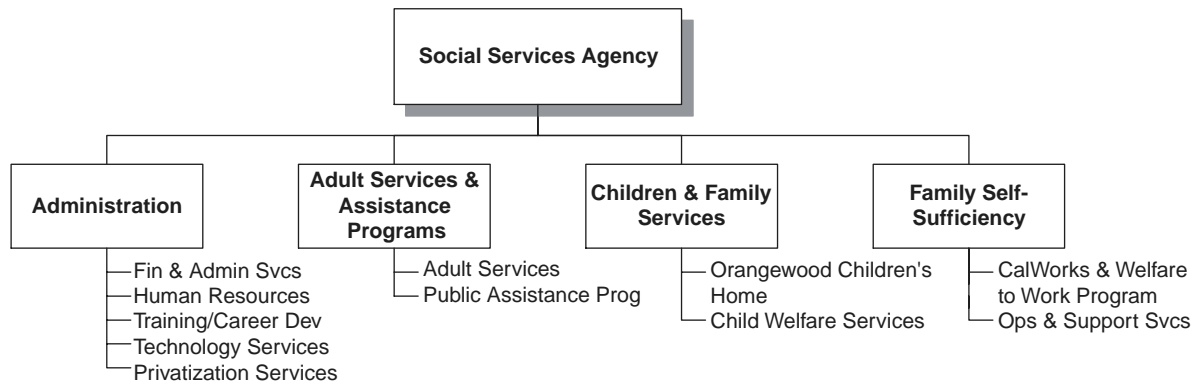


- SSA continued to develop innovations to assist CalWORKs participants with transportation and accessible child care (including taxi cab emergency services and transportation to and from school for children) through refinement and enhancement of the Employment Support and Job Retention contract. Implementation of the car loan program was not accomplished due to budget constraints.
- The Independent Living Plan database is being used to track youth participation in alternate emancipated youth housing programs, and marketing activities have been implemented to increase the use of transitional housing (THPP) resources for appropriate foster care youth aged 16-19.
- There were several accomplishments related to new employment services for emancipating youth, as follows: 1) In conjunction with the local Workforce Investment Boards, SSA has continued development of voluntary employment programs for CalWORKs non custodial parents (NCP) and emancipated foster youth. The NCP program accomplished the following: approximately 625 CalWORKs-eligible NCP referrals were made, 120 were enrolled and 95 were placed in full time employment; 43 incarcerated NCP's were enrolled, and 30 were placed in full time employment. 2) Numerous youth in the community, including foster youth, participated in pre-employment workshops, labor market workshops, and work experience workshops. 3) Foster care youth continue to receive referrals for comprehensive vocational assessments to the Temporary Assistance to Needy Families Youth Program, Workforce Investment Act youth programs for academic support, and vocational training and job placements. 4) The school counselors contract with the Orange County Department of Education (OCDE) was reduced by 50% due to budgetary constraints, but a procedure has been developed to refer all foster care youth aged 14-16 who have not received OCDE California On-line Resources for Education services, so that they may obtain recommendations for services to assist them in high school graduation. Resource mapping results of services available for emancipating youth have been distributed to participating community organizations.
- SSA has developed the Case Data System, the Greater Avenues to Independence Information System, and the Time on Aid database that produces reports to track and monitor client information and to efficiently measure performance.
- Non-Assistance Food Stamp and Medi-Cal eligibility staff attended training designed to enhance awareness and skills in working with clients, especially those transitioning from CalWORKs. A CalWORKs overview class was added to Intensive In-Service Training for new hires and Understanding Poverty and Effective Communications classes were presented to all staff.
- Vocational assessments are being offered to all eligible youth in the Independent Living Program. The Transitional Independent Living Plan is being phased in, and as required by Assembly Bill (AB) 686 passed in 2000, CFS has completed an "exit package" to provide information on Medi-Cal benefits to emancipating youth.
- To ensure the self-sufficiency of CalWORKs families who discontinue cash assistance, staff evaluates ongoing Food Stamp eligibility, and Medi-Cal is automatically continued.
- SSA staff participated in numerous Community Based Organization (CBO) meetings and forums to provide information and program updates. In addition, SSA provides informational materials and presentations to the community upon request. Further, SSA convened a county agency work and solicited input from domestic violence service providers to develop a countywide strategic plan to address domestic violence.
- SSA collaborated with community partners and other agencies to expand opportunities for outstationing Medi-Cal and Food Stamp staff at locations throughout the county. Staff expansion included outstationing at Probation/Juvenile Hall; In-Home Supportive Services; and at the Brea, Corbin, Mission Viejo and Manzanita Family Resource Centers (FRC).
- In coordination with other county and community organizations, such as the Children and Families Commission of Orange County (CFCOC), expanded services are available at the FRC's. These services, such as domestic violence and health access services, increase child abuse prevention and promote family strengthening.
- The completion of a SSA media plan and guidelines provide a resource to staff in working with the media as well as strategies to promote effective media relations.

- SSA staff provides asylees service, resource and benefit information in response to referrals from agencies such as the Office of Refugee Resettlement and Immigration and Naturalization Service. Staff informs asylees about cash assistance programs, employment and support services, English as a Second Language and free health screenings provided by HCA. Further, staff has worked closely with other agencies to promote the provision of technical assistance to asylee and refugee organizations.
- SSA participates in the Financial Abuse Specialist Team (FAST), a partnership of public and private multidisciplinary professionals who coordinate intervention plans for complex financial abuse cases for elderly or dependent adults. Staff attends monthly meetings to present cases for consideration. As of October 1, 2002, Adult Protective Services (APS) senior social workers prepared and presented 152 case summaries at multidisciplinary case conferences, receiving input from various professionals on complex abuse cases, including FAST, Vulnerable Adults Specialist Team (VAST) and APS Multidisciplinary Team.
- The coordination between CalOPTIMA and SSA's Multipurpose Senior Services Program has been very successful. Both sites have reached their targeted caseload counts, coordinated waiting lists for new clients, and conducted monthly case reviews.
- To strengthen Orange County's child abuse prevention and identification services, HCA, SSA and the University of California, Irvine (UCI) have begun negotiating the terms of an agreement to fill the Child Abuse Services Team medical director position. Efforts to secure funding outside of HCA and SSA continue, and partial funding has been committed by the CFCOC.
- A total of 17 SSA facilities needing corrections to meet the Americans with Disabilities Act, Title II requirements were identified. Work continues with landlords and County contractors on repair, construction, and required modifications. A number of locations have been completed.
- In August 2002 a review of SSA's space planning process was completed, including revision of applicable policies and procedures. The process included meeting with SSA and other County stakeholders to ensure that any changes were consistent with County policies and procedures. The changes clarify, simplify, and improve the processes used to support SSA program operations.
- SSA participated in the CFCOC Fiscal Leveraging Workgroup, which developed a Leveraging Operations Manual to address revenue sources such as Medi-Cal, Title IV-E, Title IV-B and CalWORKs. Medi-Cal Administrative Activities claiming has been implemented.
- Collaboration with Orange County school districts and others to implement the requirements of AB 59, which was passed in 2001 in order to increase health care access for uninsured children participating in the school lunch program, has been placed on hold at the direction of the State.
- SSA collaborated with the HCA and others in disseminating educational materials and developing plans that achieved increased enrollment in Healthy Families, Medi-Cal and Food Stamps. Staff participated in speaking engagements, job, health and community fairs, and in outreach efforts in the community. Medi-Cal and Food Stamp staff partnered with the Office on Aging in use of a mobile van which touched the lives of approximately 465 residents each month at various community sites.
- Plans have been developed for the transformation of business processes to gain maximum value from implementation of the CalWORKs Information Network for SSA and all of its collaborative partners. These plans include clerical and reception services, Intake and Initial Services, Continuing and Ongoing Services, Employment/Welfare-To-Work and General Relief Work Program services, as well as Fiscal Services. A redesigned organizational structure has been formed to begin the complex process of refining and implementing the plans. These efforts are being coordinated with the appropriate labor groups (American Federation of Federal, State, County, and Municipal Employees and Orange County Employees Association).

- Implementation of the Service Management Access Resource Tracking (SMART) application within SSA has been completed. SMART manages and tracks the outcome of services provided to Family Self-Sufficiency families by SSA staff and associated partners by automating communications between the users of the system.
- SSA has completed the preparation needed to allow SSA access to the County's Enterprise ATM network to enhance communication between County agencies.
- Participation in the Children's Services Coordination Committee has resulted in development of two six-bed residential programs for developmentally delayed or emotionally disturbed youth operated by South Coast Children's Center, fiscal and programmatic support of Wraparound Services, and fiscal support for development of a therapeutic preschool program to serve 40 foster youth and their families.
- An increased number of county residents have attended our monthly volunteer orientations. SSA enlisted a record number of staff volunteers for the Operation Santa Claus/Senior Santas and Friends programs, as well as the SSA booth at the Orange County Fair, which garnered a first prize.
- SSA continues to encourage and provide all agency employees with numerous educational opportunities through the collaboration and partnership with California State University, Fullerton and Cypress College. During the 2002 calendar year, SSA held 22 different college courses at our on-site TCD facility for SSA employees, with an additional 10 scheduled for Spring 2003. In calendar year 2002, approximately 200,000 hours of staff training were provided.
- The Retiree Response Technical Team project has been created in Orange County to assist law enforcement, APS, Ombudsman, Public Guardian and prosecutors with elder financial abuse cases. Retired financial experts (CPAs, bankers, IRS agents and others) will be recruited to assist with the investigation of financial abuse cases and to act as expert witnesses. The program is modeled after the successful Oregon program, and funding for the first year was granted by the Archtone Foundation.
- SSA is proud to be part of the Countywide Elder Abuse Coalition and collaborating on the development of an Elder Abuse Forensic Center. This is an innovative project involving the Board of Supervisors, the Geriatrics Program of UCI College of Medicine's VAST, and representatives from a broad base of organizations (law enforcement, city, state, and federal government). The mission of the coalition is to reduce and prevent future cases of emotional, physical, and financial elder abuse, and to coordinate resources within local, county, state and federal agencies.
- In an effort to increase reporting of adult abuse, APS participated in 19 presentations on abuse of elderly and dependent adults to a total of 549 medical professionals, and 17 medical students accompanied staff on home visits to frail seniors. Senior social workers referred 140 cases to the UCI VAST.
- Management and labor worked collaboratively in a work group and completed development of workload equalization policies and procedures.
- Managers and staff continue to participate in the Management Performance Plan and Performance Incentive Plan, which help them to identify how their performance contributes to the Agency and increases productivity.

## Organizational Summary



**ADMINISTRATION** - Supports the goals of the agency by implementing, facilitating, and coordinating administrative services and projects through fiscal management, human resources, accounting, systems, training, research, privatization services, strategic planning, legislative analysis, and program integrity functions.

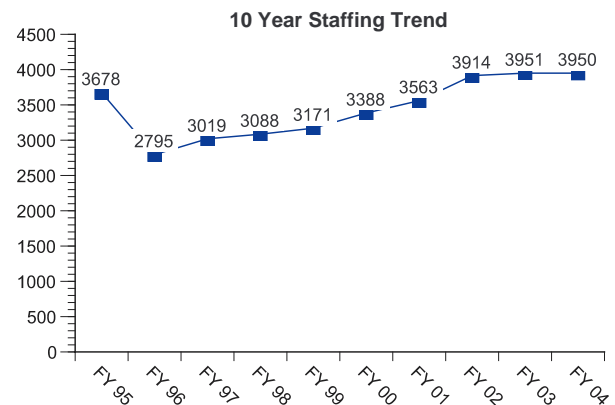
**ADULT SVCS & ASSISTANCE PRGRM** - Protects the aged and disabled from abuse and exploitation so that they may live in a safer environment. Administers Federal, State and County mandated assistance programs including Medi-Cal, Food Stamps, and General Relief.

**CHILDREN & FAMILY SERVICES** - Protects children through the prevention or remedy of conditions which may result in abuse and promotes maintaining families so that children can remain in or return safely to their homes.

**FAMILY SELF-SUFFICIENCY** - Administers Federal, State and County mandated Refugee Cash Assistance program and CalWORKs program to enable disadvantaged individuals and families to become self-sufficient through employment.

**DIRECTOR** - Supports the goals of the agency by directing all agency programs and operations.

### Ten Year Staffing Trend:



### Ten Year Staffing Trend Highlights:

- SSA staffing levels increased from FY 98 to FY 02 due to the following:
- Medi-Cal, Food Stamps, Adult Protective Services, In-Home Supportive Services, Multipurpose Senior Services, Foster Care, Child Welfare Services Caseload Growth
- Governor's Adoptions Initiative
- County Restructuring
- Welfare Reform
- Orangewood Children's Home (AB 1197)
- Technology Support for Mandated Systems
- Placement Resources and Support

- Transfer of Multipurpose Senior Services Program from CSA
- Independent Living Program
- Child Welfare Services Workload Relief
- Transfer of Welfare Fraud Investigation Staff from District Attorney
- Transfer of Proposition 10 positions to SSA

## Budget Summary

### Plan for Support of the County's Strategic Priorities:

SSA established the Facilities Development and Maintenance Fund (14T) to budget and account for facilities projects approved in the County's Strategic Financial Plan. 14T includes funds to cover the cost of a 60 bed facility at Tustin MCAS and a community treatment facility at the Intermediate Care Facility.

### Changes Included in the Recommended Base Budget:

Reduction in Adult Protective Services, CalWORKs, Food Stamps, Child Welfare Services, and Medi-Cal programs due to no state funding for the increased cost of doing business

Reduced CalWORKs funding per State budget

General salary increases, Performance Incentive Plan program, Management Performance Plan program

Retirement rate increases

Health and other insurance rate increases

CalWORKs Performance Incentive Funds not funded per State budget

Increased vacancy factor

Reduced costs in areas which would have a minimal impact on services to clients including overtime, extra help, office expense, contracted services, facility maintenance, and equipment to absorb net county cost increases

Deferral of capital projects and candidate systems

### Requested Budget Augmentations and Related Performance Results:

Unit/Amount	Description	Performance Plan	Ref. Num.
<b>RESTORE CURRENT LEVEL OF SERVICE - CHILD WELFARE SERVICES (CWS)</b> Amount: ..... \$ 4,345,493	To restore reductions made in the CWS Operations budget in order to meet the net county cost limit.	Maintain caseload standards per worker for the following: ER-15.8, FM-34.97, FR-27, PP-54.	063-004
<b>RESTORE CURRENT LEVEL OF SERVICE - FOOD STAMPS</b> Amount: ..... \$ 547,757	To restore reductions made in the Food Stamp budget in order to meet the net county cost limit.	Maintain caseloads at 155.63 per month.	063-005
<b>RESTORE CURRENT LEVEL OF SERVICE - MEDI-CAL</b> Amount: ..... \$ 1,153,687	To restore reductions made in the Medi-Cal budget in order to meet the net county cost limit.	Maintain intake caseloads at 54.55 per month and maintain continuing caseloads at 343.54 per month.	063-006
<b>RESTORE CURRENT LEVEL OF SERVICE - CALWORKS</b> Amount: ..... \$ 285,967	To restore reductions made in the CalWORKs budget in order to meet the net county cost limit.	Provide direct client services for immediate need items such as food, clothing and emergency shelter	063-007
<b>RESTORE CURRENT LEVEL OF SERVICE - ADULT PROTECTIVE SERVICES</b> Amount: ..... \$ 284,626	To restore reductions made in the APS budget in order to meet the net county cost limit.	Meet State regulations that require face-to-face investigation within 10 days of receipt of report.	063-008
<b>IN-HOME SUPPORTIVE SERVICES CASELOAD GROWTH</b> Amount: ..... \$ 6,010,774	To meet the increases in costs due to increases in caseload, hours per case, and eligible clients.	SSA projects an 18% increase in caseload for FY 02/03 and 15% in FY 03/04.	063-002

## Requested Budget Augmentations and Related Performance Results: (Continued)

Unit/Amount	Description	Performance Plan	Ref. Num.
<b>REINSTATE MULTI PURPOSE SENIOR SERVICES PROGRAM (MSSP)</b> Amount: .....\$ 717,117	The State has instructed Social Services Agency to continue MSSP through December 31, 2003.	Indicators will be to authorize services to the eligible population reflecting the increased need.	063-009

## Proposed Budget and History:

Sources and Uses	FY 2001-2002 Actual	FY 2002-2003 Budget As of 3/31/03	FY 2002-2003 Projected <sup>(1)</sup> At 6/30/03	FY 2003-2004 Recommended	Change from FY 2002-2003 Projected	
					Amount	Percent
Total Positions	-	3,950	3,950	3,950	0	0.00
Total Revenues	333,550,408	384,554,056	345,951,538	336,825,837	(9,125,701)	-2.64
Total Requirements	353,604,436	410,851,313	380,917,822	364,565,235	(16,352,587)	-4.29
Net County Cost	20,054,029	26,297,257	34,966,284	27,739,398	(7,226,886)	-20.67

(1) Requirements include prior year encumbrances and expenditures. Therefore, the above totals may not match FY 2002-2003 projected requirements included in "At a Glance" (Which exclude these).

Detailed budget by expense category and by activity is presented for agency: Social Services Agency in the Appendix on page 478.

## Highlights of Key Trends:

- Moderate growth is projected for various programs administered by the agency. Consistent with the State budget, assumes no increased cost of doing business funding will be available from the State for administration of SSA.

## Budget Units Under Agency Control

No.	Agency Name	Administration	Adult Svcs & Assistance Prgrm	Children & Family Services	Family Self-Sufficiency	Director	Total
063	Social Services Agency	51,720,071	86,082,693	122,765,514	103,344,535	652,422	364,565,235
065	Calworks Family Group/ Unemployed Parents	0	0	0	107,148,644	0	107,148,644
066	AFDC - Foster Care	0	0	123,963,815	0	0	123,963,815
067	Aid To Refugees	0	0	0	309,044	0	309,044
068	Case Data System	0	0	0	0	0	0
069	General Relief	0	1,223,159	0	0	0	1,223,159
14T	Facilities Development And Maintenance Fund	0	0	13,664,203	0	0	13,664,203
590	In Home Support Services	0	1,122,369	0	0	0	1,122,369
	<b>Total</b>	<b>51,720,071</b>	<b>88,428,221</b>	<b>260,393,532</b>	<b>210,802,223</b>	<b>652,422</b>	<b>611,996,469</b>

## 065 - CALWORKS FG/U

### Operational Summary

#### Description:

This program provides financial assistance to families with dependent children when one of the parents is absent from the home, incapacitated, or when the principal wage earning parent is unemployed and program and income eligibility requirements are met.

#### At a Glance:

Total FY 2002-2003 Projected Expend + Encumb:	116,401,374
Total Recommended FY 2003-2004 Budget:	107,148,644
Percent of County General Fund:	4.41%
Total Employees:	0.00

### Budget Summary

#### Changes Included in the Recommended Base Budget:

Caseloads are projected to decrease 1.7% in FY 03/04 due to CalWORKs 60-month time limit and assumes a 6.16% grant reduction consistent with the Governor's budget.

### Proposed Budget and History:

Sources and Uses	FY 2001-2002 Actual	FY 2002-2003 Budget As of 3/31/03	FY 2002-2003 Projected <sup>(1)</sup> At 6/30/03	FY 2003-2004 Recommended	Change from FY 2002-2003 Projected	
					Amount	Percent
Total Revenues	111,356,027	117,543,251	113,491,339	104,469,928	(9,021,411)	-7.95
Total Requirements	113,426,147	120,557,181	116,401,374	107,148,644	(9,252,730)	-7.95
Net County Cost	2,070,121	3,013,930	2,910,035	2,678,716	(231,319)	-7.95

(1) Requirements include prior year encumbrances and expenditures. Therefore, the above totals may not match FY 2002-2003 projected requirements included in "At a Glance" (Which exclude these).

Detailed budget by expense category and by activity is presented for agency: Calworks FG/U in the Appendix on page 481.

### Highlights of Key Trends:

- Caseloads are projected to decrease 1.7% in FY 03/04.



## 066 - AFDC - FOSTER CARE

### Operational Summary

#### Description:

This program pays for the care and supervision of children in foster care. Such placements may be voluntary but are primarily in situations of dependency or ward status. This budget also includes the Adoption Assistance Program, Wraparound Program, placement costs for seriously emotionally disturbed children, and special services for medically needy children.

#### At a Glance:

Total FY 2002-2003 Projected Expend + Encumb:	111,604,319
Total Recommended FY 2003-2004 Budget:	123,963,815
Percent of County General Fund:	5.10%
Total Employees:	0.00

### Budget Summary

#### Changes Included in the Recommended Base Budget:

This program is projected to experience a 2% increase in caseloads in FY 03/04. The budget assumes no cost of living adjustment consistent with the Governor's budget.

#### Proposed Budget and History:

Sources and Uses	FY 2001-2002 Actual	FY 2002-2003 Budget As of 3/31/03	FY 2002-2003 Projected <sup>(1)</sup> At 6/30/03	FY 2003-2004 Recommended	Change from FY 2002-2003 Projected	
					Amount	Percent
Total Revenues	87,625,262	88,422,253	86,433,614	97,013,149	10,579,535	12.24
Total Requirements	111,162,317	116,194,861	111,629,027	123,963,815	12,334,788	11.05
Net County Cost	23,537,055	27,772,608	25,195,413	26,950,666	1,755,253	6.97

(1) Requirements include prior year encumbrances and expenditures. Therefore, the above totals may not match FY 2002-2003 projected requirements included in "At a Glance" (Which exclude these).

Detailed budget by expense category and by activity is presented for agency: AFDC - Foster Care in the Appendix on page 482.

#### Highlights of Key Trends:

- This program is projected to experience a 2% increase in caseloads in FY 03/04.



## 067 - AID TO REFUGEES

### Operational Summary

#### Description:

This program provides financial assistance to recipients eligible under Refugee Cash Assistance (RCA).

#### At a Glance:

Total FY 2002-2003 Projected Expend + Encumb:	307,598
Total Recommended FY 2003-2004 Budget:	309,044
Percent of County General Fund:	0.01%
Total Employees:	0.00

### Budget Summary

#### Changes Included in the Recommended Base Budget:

This program is projected to have a level caseload in FY 03/04. This budget assumes no cost of living adjustment consistent with the Governor's budget.

### Proposed Budget and History:

Sources and Uses	FY 2001-2002 Actual	FY 2002-2003 Budget As of 3/31/03	FY 2002-2003 Projected <sup>(1)</sup> At 6/30/03	FY 2003-2004 Recommended	Change from FY 2002-2003 Projected	
					Amount	Percent
Total Revenues	833,230	713,557	307,598	309,044	1,446	0.47
Total Requirements	455,304	713,557	307,598	309,044	1,446	0.47
Net County Cost	(377,926)	0	0	0	0	0.00

(1) Requirements include prior year encumbrances and expenditures. Therefore, the above totals may not match FY 2002-2003 projected requirements included in "At a Glance" (Which exclude these).

Detailed budget by expense category and by activity is presented for agency: Aid to Refugees in the Appendix on page 483.

### Highlights of Key Trends:

- This program is projected to have a level caseload in FY 03/04.

## 068 - CASE DATA SYSTEM

### Operational Summary

#### Description:

As part of the Case Data/GIS System, this is a "clearing account" for processing public assistance payments (aid payments) as well as payments for CalWORKs supportive services and child support pass-on/disregards. The appropriations are fully offset by cost application to the aid payments agencies (Agencies 065, 066, 067, 069) and Social Services Operations (Agency 063) for CalWORKs.

### Budget Summary

#### Proposed Budget and History:

Sources and Uses	FY 2001-2002 Actual	FY 2002-2003 Budget As of 3/31/03	FY 2002-2003 Projected <sup>(1)</sup> At 6/30/03	FY 2003-2004 Recommended	Change from FY 2002-2003 Projected	
					Amount	Percent
Total Requirements	(1,312)	0	0	0	0	0.00
Net County Cost	(1,312)	0	0	0	0	0.00

(1) Requirements include prior year encumbrances and expenditures. Therefore, the above totals may not match FY 2002-2003 projected requirements included in "At a Glance" (Which exclude these).

Detailed budget by expense category and by activity is presented for agency: Case Data System in the Appendix on page 484.

## 069 - GENERAL RELIEF

### Operational Summary

#### Description:

This program provides financial assistance to those persons who are ineligible for any federal or state programs which provide cash assistance. It is largely an emergency assistance program when other resources are not available to meet the needs of the applicant(s).

#### At a Glance:

Total FY 2002-2003 Projected Expend + Encumb:	1,114,292
Total Recommended FY 2003-2004 Budget:	1,223,159
Percent of County General Fund:	0.05%
Total Employees:	0.00

### Budget Summary

#### Changes Included in the Recommended Base Budget:

Caseloads are projected to increase 10.4% in FY 03/04.

#### Proposed Budget and History:

Sources and Uses	FY 2001-2002 Actual	FY 2002-2003 Budget As of 3/31/03	FY 2002-2003 Projected <sup>(1)</sup> At 6/30/03	FY 2003-2004 Recommended	Change from FY 2002-2003 Projected	
					Amount	Percent
Total Revenues	1,103,038	1,027,017	922,541	806,541	(116,000)	-12.57
Total Requirements	885,300	1,429,546	1,114,292	1,223,159	108,867	9.77
Net County Cost	(217,738)	402,529	191,751	416,618	224,867	117.27

(1) Requirements include prior year encumbrances and expenditures. Therefore, the above totals may not match FY 2002-2003 projected requirements included in "At a Glance" (Which exclude these).

Detailed budget by expense category and by activity is presented for agency: General Relief in the Appendix on page 485.

#### Highlights of Key Trends:

- Caseloads are projected to increase 10.4% in FY 03/04.

# 14T - FACILITIES DEVELOPMENT AND MAINTENANCE

## Operational Summary

### Description:

This fund was established to budget and account for facilities projects approved in the County's Strategic Financial plan.

#### At a Glance:

Total FY 2002-2003 Projected Expend + Encumb:	894,561
Total Recommended FY 2003-2004 Budget:	13,664,203
Percent of County General Fund:	N/A
Total Employees:	0.00

## Budget Summary

### Plan for Support of the County's Strategic Priorities:

SSA established the Facilities Development and Maintenance Fund (14T) to budget and account for facilities projects approved in the County's Strategic Financial Plan. 14T includes funds to cover the cost of a 60 bed facility at Tustin MCAS and a Community Treatment Facility at the Intermediate Care Facility.

### Changes Included in the Recommended Base Budget:

14T includes funds to cover the cost of a 60 bed facility at Tustin MCAS and a Community Treatment Facility at the Intermediate Care Facility.

## Proposed Budget and History:

Sources and Uses	FY 2001-2002 Actual	FY 2002-2003 Budget As of 3/31/03	FY 2002-2003 Projected <sup>(1)</sup> At 6/30/03	FY 2003-2004 Recommended	Change from FY 2002-2003 Projected	
					Amount	Percent
Total Revenues	14,970,964	14,458,549	15,063,635	13,664,203	(1,399,432)	-9.29
Total Requirements	1,575,415	14,458,549	1,789,467	13,664,203	11,874,736	663.59
Balance	13,395,549	0	13,274,168	0	(13,274,168)	-100.00

(1) Requirements include prior year encumbrances and expenditures. Therefore, the above totals may not match FY 2002-2003 projected requirements included in "At a Glance" (Which exclude these).

Detailed budget by expense category and by activity is presented for agency: Facilities Development and Maintenance in the Appendix on page 491.

## 590 - IN-HOME SUPPORTIVE SERVICES PUBLIC AUTHORITY

### Operational Summary

#### Description:

This fund was established to budget and account for the In-Home Supportive Services Public Authority administration costs.

#### At a Glance:

Total FY 2002-2003 Projected Expend + Encumb:	317,855
Total Recommended FY 2003-2004 Budget:	1,122,369
Percent of County General Fund:	N/A
Total Employees:	0.00

### Budget Summary

#### Plan for Support of the County's Strategic Priorities:

SSA established the In-Home Supportive Services (IHSS) fund (590) to budget and account for the administration costs of the IHSS Public Authority.

#### Changes Included in the Recommended Base Budget:

590 includes funds to cover the administration costs of the In-Home Supportive Services Public Authority.

### Proposed Budget and History:

Sources and Uses	FY 2001-2002 Actual	FY 2002-2003 Budget As of 3/31/03	FY 2002-2003 Projected <sup>(1)</sup> At 6/30/03	FY 2003-2004 Recommended	Change from FY 2002-2003 Projected	
					Amount	Percent
Total Revenues	0	1,032,225	317,855	1,122,369	804,514	253.11
Total Requirements	0	1,032,225	317,855	1,122,369	804,514	253.11
Balance	0	0	0	0	0	0.00

(1) Requirements include prior year encumbrances and expenditures. Therefore, the above totals may not match FY 2002-2003 projected requirements included in "At a Glance" (Which exclude these).

Detailed budget by expense category and by activity is presented for agency: In-Home Supportive Services Public Authority in the Appendix on page 493.

# 13N - ORANGE COUNTY TOBACCO SETTLEMENT

## Operational Summary

### Description:

To administer the use of the County's share of the national Tobacco Settlement in accordance with the conditions set forth in a local initiative, Measure "H", approved by the voters on November 7, 2000.

On November 23, 1998 the major American cigarette manufacturers agreed to a settlement (Master Settlement Agreement, MSA) of litigation brought by the Attorneys General of 46 States (including California), five U.S. territories and the District of Columbia. In addition to restrictions related to cigarette advertising and underage smoking, the MSA requires that the tobacco companies pay the participants an estimated \$206 Billion over the next 25 years. After certain adjustments the payments are distributed on a population basis, with California estimated to receive (2000 census) about 12.0%. California's share is split 50-50 between the State and the eligible cities and Counties. Orange County's portion of the local share is about 8.4%.

Although there are not any conditions placed on the use of TSR local share by the MSA or State statute, Measure "H", which takes effect on July 1, 2001 restricts the use of TSR to specific health and public safety initiatives. Measure "H" which has been upheld in the Superior Court, requires the use of TSR be restricted to specific health related categories, 80% and public protection programs, 20%. The specific categories are described herein at the Activity level.

Due to the possibility that tobacco companies could fall into bankruptcy as the result of having to make large payments with litigants, there is doubt as to whether all dollars budgeted will be fully received in FY 03-04.

Measure "H" applies only to TSR received after July 1, 2001. Please see Fund 14X in program VII for TSR received by the County prior to July 1, 2001.

### At a Glance:

Total FY 2002-2003 Projected Expend + Encumb:	40,651,399
Total Recommended FY 2003-2004 Budget:	41,455,484
Percent of County General Fund:	N/A
Total Employees:	0.00

### Strategic Goals:

- Administer the County's share of Tobacco Settlement Revenue received on or after July 1, 2001, in strict accordance with the requirements of voter approved Measure "H".

**SENIORS & PERSONS WITH DISABILITIES** - 19% is allocated to this Measure "H" category.

**EMERGENCY ROOM PHYSICIANS & SPECIALISTS** - 23% is allocated to this Measure "H" category.

**TOBACCO PREVENTION & CONTROL** - 12% is allocated to this Measure "H" category.

**CHILDREN & FAMILY HEALTH SERVICES** - 20% is allocated to this Measure "H" category.

**COMPREHENSIVE EMERGENCY ROOM SERVICES/ TRAUMA CNTRS** - 6% is allocated to this Measure "H" category.

**PUBLIC SAFETY PROGRAM & SERVICES** - 20%, is allocated to this Measure "H" category. Of the total in the public safety category, \$1,334,111 will be budgeted for the operation of the 64 bed secured substance abuse program at the Theo Lacy Branch Jail. The remainder of the public safety category, \$4,690,890 is allocated to the Theo Lacy Branch Jail Expansion, Phase III (Building "B").

**Ten Year Staffing Trend Highlights:**

- This agency has no staff.

**Budget Summary****Plan for Support of the County's Strategic Priorities:**

The revenue in this fund will be used in accordance to Measure "H" and will reimburse the Health Care Agency and the Sheriff-Coroner for applicable costs.

**Proposed Budget and History:**

Sources and Uses	FY 2001-2002 Actual	FY 2002-2003 Budget As of 3/31/03	FY 2002-2003 Projected <sup>(1)</sup> At 6/30/03	FY 2003-2004 Recommended	Change from FY 2002-2003 Projected	
					Amount	Percent
Total Revenues	36,406,514	51,981,878	51,981,878	41,455,484	(10,526,394)	-20.25
Total Requirements	18,805,397	51,981,878	40,651,399	41,455,484	804,085	1.98
Balance	17,601,117	0	11,330,479	0	(11,330,479)	-100.00

(1) Requirements include prior year encumbrances and expenditures. Therefore, the above totals may not match FY 2002-2003 projected requirements included in "At a Glance" (Which exclude these).

Detailed budget by expense category and by activity is presented for agency: Orange County Tobacco Settlement in the Appendix on page 488.

